

STAYING INFORMED COVID-19 PANDEMIC



Bulletin no. CO-006-FAMILIES

March 15, 2020

5 p.m.

New protective measures effective March 14, 2020

We would like to reassure you: The situation is under control in all of our facilities. **NOT A SINGLE CASE** of COVID-19 has been reported within our organization. All of the measures implemented so far are protective measures to prevent and slow the spread of the virus, and are in line with all of the provincial government's decisions.

As you know, the situation is evolving day by day and the premier has announced other measures to curb the spread of COVID-19, particularly to protect seniors.

Visits to long-term care centres, transitional resources and private seniors' residences are now PROHIBITED, except on compassionate grounds in the case of residents who are at end of life and in palliative care. Management will authorize visits of one person at a time, per resident. Before authorizing a compassionate care visit, visitors will be asked two questions to determine the protective measures that they must take.

Please note that some families and loved ones pick up their relatives at long-term care centres, take them home for a visit and then bring them back to the centre. This practice does not comply with the government's measures and cannot be permitted under the circumstances. Given the current situation, residents must remain in their long-term care centre for their protection.

Volunteers and people from outside who engage in activities with the residents (for example, foot care providers, hairdressers, musicians, zootherapy specialists) must also follow this directive.

Security guards have been posted at all long-term care centres to ensure compliance with the government's directives.

Measures are currently being explored to enable you to spend virtual and visual time with your parent.

You can continue to bring items to your loved ones by dealing directly with reception and the security guard, provided that you are not ill and that there are no cases of COVID-19 in your home. More information will be provided in the next bulletin.

We sincerely regret any inconvenience caused by these measures. Please know that we understand your situation, but your relative's safety is at stake.

The Québec government has set up a COVID-19 information line, available Monday to Friday, 8 a.m. to 6 p.m.: **1-877-644-4545**.

Please continue to watch for messages that will be posted simultaneously on Facebook, LinkedIn and our websites.